



Cloud Service Integration and Management (SIAM) Service Description

Why you need this?

Fordway's Cloud Service Integration and Management provides a service management function to support the IT operations of customers in a single or multi-supplier environment and provides the services required to integrate internal organisational functions and other third-party Cloud Services under Service Integration and Management (SIAM).

Most organisations using Cloud have multiple SaaS services, plus IaaS, PaaS and are almost certainly trying to implement Zero Trust connectivity and service access, it's all getting a bit complicated. Fordway's Cloud SIAM service assists customers with the 6 key elements of SIAM, as defined by the SIAM Foundation:

1. **Manage Service Integration Governance:** Multi-sourcing organisations need to be able to define, establish and continuously adapt the service integration governance.
2. **Manage the Service Integration Organisation:** Multi-sourcing organisations need to be able to develop and manage the distributed organisation in accordance with changing business requirements.
3. **Manage the Business:** Multi-sourcing organisations need to be able to manage business demand and develop a service portfolio in alignment with business requirements.
4. **Manage Tools and Information:** Multi-sourcing organisations need to be able to manage distributed information and the integration tool solutions.



5. **Manage Providers and Contracts:** Multi-sourcing organisations need to be able to select an appropriate provider portfolio and to manage the providers according to the outsourcing contracts
6. **Manage End-to-end Services:** Multi-sourcing organisations need to be able to understand and manage the business services end-to-end. This includes consolidation of business as well as IT services especially during mergers & acquisitions and demergers & spinoffs. Integral part is IT service management including relevant processes. The purpose is to create a cohesive IT estate, regardless of the underlying platforms and systems. This enables organisations to get full value from their cloud migrations and complete visibility of where information is stored and used.

Cloud solutions, be they public, private or hybrid, are commodity services which offer the cost benefits but also adds complexity when planning the management of services that these individual solutions support.

The customer's regulatory requirements and strategic approach to service management need to be mapped against both the service provider's deliverables and the internal organisation's service provisioning.

All cloud providers will have their own service management models and associated Service Level Agreements (SLAs); it is important that the customer fully understands their own requirements when cloud services provide all or part of the customer's overall IT service.

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Fordway will align customer service requirements with best practice framework such as ITIL, SFIA and ISO20000 where appropriate and bridge any service management process and procedures with other standards and frameworks such as ISO27001.

Fordway provides insight and advice to develop a service integration and management layer that manages the cloud environment and meets the customer's Service Level Requirements. Fordway can then work with customers to review, design, implement and operate service management processes that supports the transition of their services into a cloud environment, potentially across multiple suppliers, to ensure their service level requirements are met and prioritised.

Fordway will work with customers to provide collaborative continual service improvement to achieve service management maturity and to realise value from fully integrated system and streamlined services. Fordway's Cloud Service Integration and Management can include a managed 24x7 Service desk and tiered operational capabilities to support customer OLAs/SLAs across internal resolution groups and multiple suppliers.

Key Features

- ✓ Strategic design and development of services within a multi supplier environment.
- ✓ Integrated service management operation across the supply chain, offering single-point support and escalation.
- ✓ ITIL aligned processes deployed through enterprise Service Now toolset.
- ✓ Customised service reporting at different organisational tiers.
- ✓ Control and management of DevOps tools, pipelines and releases.
- ✓ Peered service management and escalation.
- ✓ Tactical and strategic assistance in architecture and system development.
- ✓ Continual service improvement and organisational maturity growth.
- ✓ UK based manned 24 x 7 service desk services, in addition to standard portal-based support where required.
- ✓ Integration of Fordway's service management tools and processes with customer IT Service Management applications and processes.
- ✓ Optional end user support for clients' users.
- ✓ Includes IT security management services.
- ✓ Asset management of client devices and infrastructure.
- ✓ A nominated and responsible Service Delivery Manager.
- ✓ Optional onsite staff provided where required by contract.



Overview

Fordway's Cloud Service Integration and Management provides a single point of contact for all stakeholder organisations within the service chain including internal customer support groups, third-party suppliers and Fordway's own service offerings. The service provides service management capabilities across all SIAM layering models. The SIAM Foundation defines four potential SIAM delivery models; Fordway's Cloud SIAM service can operate as any of models 2, 3 or 4 on the list below:

1. Internal service integrator: The client itself takes responsibility for service integration. Its retained organisation is accountable for coordinating and integrating the services.
2. Lead supplier as service integrator: One of the clients' service providers is responsible for service integration in addition to its original service delivery responsibilities.
3. External service integrator: An independent third-party company is responsible for service integration

Service Benefits

The key benefits of utilising Fordway's Cloud Service Management are:

- Aligned with ITIL best practices and regulatory requirements (ISO20000)
- Tailored, human assistance for organisations migrating to Cloud services
- Enterprise class toolset based on Service Now provided with the service
- ITSM toolset integration available with customer and managed provider toolsets
- Customised services and reporting in addition to those available from Fordway's standard services
- Cross supplier service consolidation and reporting against defined service levels
- Independent review and reporting of third-party supplier capabilities and outsourced contracts
- Service on-boarding and Service Management capabilities for dealing with multiple partners, including third parties
- All services provided are UK based
- 24 x 7 service capability where required
- A range of complimentary Fordway services

Information Assurance

All elements of Fordway's Cloud Service Integration and Management are certified to ISO27001 and comply with ISO20000 and the ITIL framework. Data is managed to ISO27001 procedures. Fordway will treat all information at the appropriate level and for Public Sector clients is currently certified to store information up to and including OFFICIAL, we also can provide the necessary controls to meet OFFICIAL-SENSITIVE.

Pricing

Onboarding for this service will be charged as consultancy using the SFIA rate card. Ongoing service pricing will be defined by the agreed scope of service and responsibilities, which will be defined at the start of the onboarding process.

Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources.

The customers Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises. Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing sales@fordway.com or using the contact form on www.fordway.com.

Our Accreditations

ISO 9001

ISO 14001

ISO 27017

ISO 27018

ISO 20000

ISO 27001



Gold Cloud Productivity
Gold Cloud Platform
Gold Datacenter
Silver Security
Silver Small and Midmarket Cloud Solutions



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